

## Employee email template

### Follow-up email

**This copy template is provided to support your communications to employees regarding Help@hand from Unum. Please remove the red text and edit the highlighted sections as required.**

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**Subject:** Don't miss out: Help@hand is here for you

We launched the multi award-winning health and wellbeing app Help@hand from Unum **earlier this year**, and you're missing out if you haven't registered yet.

Help@hand puts a range of confidential support services in the palm of your hand. You and your eligible family members<sup>1</sup> can benefit from services designed to not only help if you're unwell but keep you in good health, so set up your account today and explore everything available to you.

### What's included?

**The available services depend on your Unum insurance policy and service selection. Below is our suggested copy.**

Help@hand is there for you every day, with expert support all in one app, including:

- Unlimited mental health support<sup>2</sup>
  - Unlimited GP appointments
  - Physiotherapy consultations (up to eight per year)<sup>3</sup>
  - A confidential 24/7 helpline, and financial and legal support
  - Extensive savings and discounts for everyday savings
  - 360 Wellbeing Score which gives your personal health insights, unlocking 1-2-1 lifestyle coaching (up to six sessions per year)
- ...And more!**

**You could include a link to your Help@hand employee guide here, which will have more details on the services.**

**You can find Help@hand guides, along with other support materials and communications, on the Help@hand communications toolkit here: [unum.co.uk/employer/help-at-hand/launch-communication/](https://unum.co.uk/employer/help-at-hand/launch-communication/).**

### Got a question?

For Help@hand FAQs, please go to [unum.co.uk/employee/help-at-hand/frequently-asked-questions/](https://unum.co.uk/employee/help-at-hand/frequently-asked-questions/).

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<sup>1</sup> Eligible family members include partner and children up to 18, or up to 24 if in full-time education. Eligibility may vary on services.

<sup>2</sup> This service is suitable for mild to moderate issues. The number of sessions provided will be subject to clinical appropriateness.

<sup>3</sup> Not suitable for complex, pre-existing, or chronic conditions. Alternative guidance may be provided if appropriate.

## How do I get started?



If you haven't registered for Help@hand yet, the temporary password in your initial welcome email (from [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)) will have expired.

To access the app, download Help@hand from the App Store or Google Play and reset your password using the 'Forgotten Password' option on the log in screen. Then follow the instruction to set up your account.

Plus, don't forget to invite eligible family members<sup>1</sup> too!

## How do I add an eligible family member<sup>1</sup>?

- Once you've logged in to the app, go to the menu on the left-hand side.
- Click 'My Family'.
- Click 'Add Member' and fill out the form with their details.
- If the person is over 18, they will receive an email with details on how to download the app and set up an account. Children under the age of 18 can access the appropriate services via your app account.

Help@hand from Unum services (the 'Services') are provided to Unum Limited ("Unum") customers by third-party specialist providers chosen by Unum. Unum is not the provider of the Services. The Services are entirely separate from the insurance policy provided by Unum. Access to the Services is facilitated by Unum at no cost to the Unum customer, and Unum may change or withdraw access to the Services at any time. Use of the Services are subject to the terms and conditions of the relevant third-party specialist providers. Services are available to UK residents only. For further information, please go to [unum.co.uk/frequently-asked-questions/services](https://unum.co.uk/frequently-asked-questions/services).

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